

# NATOA SURVEY ON CUSTOMER SERVICE STANDARDS

Jurisdiction/State WASHINGTON CO OREGON

Operator(s) COLUMBIA CABLE, TC 1

FCC Community Unit Identifier # attached

Name/Title FRED M CHRIST

COMMUNICATIONS ANALYST

Phone 503 645-7365 x 206

Fax 503 645 0999

1. Have you adopted the FCC customer service standards and notified operator of same?

☒ YES ☐ NO

2. Date you adopted the rules? 8/4/93

3. Date they become effective in your franchise? Nov 9, '93

4. Did you have customer service standards in place prior to the FCC's rules?

☒ YES ☐ NO

5. Date implemented? 1987

6. Implemented during franchise?

☒ YES ☐ NO

7. Did they require a franchise modification?

YES ☒ NO

8. Implemented during transfer?

☒ YES ☐ NO

9. Implemented at renewal? NA YES ☐ NO ☐

10. Were these standards different or more stringent than the FCC's rules?

☒ YES ☐ NO

11. Specific problems your standards addressed?

12. Did you pass different or more stringent rules after the FCC rules came out?

YES ☐ NO ☒

13. What date?

14. Franchise modification?

YES ☐ NO ☒

If possible, please enclose a copy of your standards clearly labelled with:

Jurisdiction Name / Operator Name / Date

## IN YOUR OWN OPINION.....

15. Are these new standards different? than?  
How? YES ☐ NO ☐

16. Are these standards more stringent?  
How? YES ☐ NO ☐

17. Why were they necessary in your community?

18. What sort of evaluation methods are you using to determine compliance? (describe)

Monthly phone : customer service stats

19. Has the operator cooperated in providing necessary or required data?

☒ YES ☐ NO

20. Is your operator's compliance with FCC or your rules generally:

☒ GOOD ☐ OK ☐ BAD

21. Has your operator attempted to pass through costs of complying with the FCC rules?

YES ☐ NO ☒

22. Have you seen a decrease in subscriber complaints about service after you adopted FCC customer service rules?

YES ☐ NO ☒

23. Did you see a decrease in complaints after you implemented your own rules?

YES ☐ NO ☒

24. Are there consumer protection laws in your state that you think apply to cable operators or could be applied?

☒ YES ☐ NO

ALOHA - REEDVILLE	OR0242
BANKS	OR0325
BEAVERTON	OR0283
CLACKAMAS	OR0455
DURHAM	OR0326
FOREST GROVE	OR0289
GASTON	OR0442
HILLSBORO	OR0290
KING CITY	OR0317
LAKE OSWEGO	OR0304
NORTH PLAINS	OR0341
RIVERGROVE	OR0330
SHERWOOD	OR0327
TIGARD	OR0288
TUALATIN	OR0328
WASHINGTON CO.	OR0333
WASHINGTON CO. TCI	OR0231

# NATOA SURVEY ON CUSTOMER SERVICE STANDARDS

Jurisdiction/State CITY OF AUSTIN/TEXAS

Operator(s) TIME-WARNER ENTERTAINMENT, INC.  
(AUSTIN CABLEVISION)

FCC Community Unit Identifier # TX 0029

Name/Title PAUL N. SMOLEN

CABLE & REGULATORY AFFAIRS OFFICER

Phone (512) 499-2999

Fax (512) 499-2416

1. Have you adopted the FCC customer service standards and notified operator of same?

☒ YES ☐ NO

2. Date you adopted the rules? 06-30-93

3. Date they become effective in your franchise? 09-20-93

4. Did you have customer service standards in place prior to the FCC's rules?

☒ YES ☐ NO

5. Date implemented? 7/14/81

6. Implemented during franchise?

☒ YES ☐ NO

7. Did they require a franchise modification?

☐ YES ☒ NO

8. Implemented during transfer?

☒ YES ☐ NO

9. Implemented at renewal? N/A ☐ YES ☐ NO

10. Were these standards different or more stringent than the FCC's rules?

☒ YES ☐ NO

Less stringent

11. Specific problems your standards addressed?  
Outages, telephone availability, office hours, & complaint process

12. Did you pass different or more stringent rules after the FCC rules came out?

☐ YES ☒ NO

13. What date? N/A

14. Franchise modification? N/A ☐ YES ☐ NO

If possible, please enclose a copy of your standards clearly labelled with:

Jurisdiction Name / Operator Name / Date

IN YOUR OWN OPINION.....

15. Are these new standards different?

How?

☐ YES ☐ NO

N/A

16. Are these standards more stringent?

How?

☐ YES ☐ NO

N/A

17. Why were they necessary in your community?

N/A

18. What sort of evaluation methods are you using to determine compliance? (describe)

Cable operator provides monthly and quarterly reports to our office.

They also provide samples of notifications to be sent to subscriber

19. Has the operator cooperated in providing necessary or required data?

☒ YES ☐ NO

20. Is your operator's compliance with FCC or your rules generally:

☒ GOOD ☐ OK ☐ BAD

21. Has your operator attempted to pass through costs of complying with the FCC rules?

☒ YES ☐ NO

22. Have you seen a decrease in subscriber complaints about service after you adopted FCC customer service rules?

☐ YES ☒ NO

23. Did you see a decrease in complaints after you implemented your own rules?

☐ YES ☒ NO

24. Are there consumer protection laws in your state that you think apply to cable operators or could be applied?

☐ YES ☒ NO

# NATOA SURVEY ON CUSTOMER SERVICE STANDARDS

Jurisdiction/State Alabama

Operator(s) TCI

FCC Community Unit Identifier # \_\_\_\_\_

Name/Title Wendy Warren

Cable Comm Mgr - City of Alabama

Phone (504) 575-6092

Fax (504) 576-6380

1. Have you adopted the FCC customer service standards and notified operator of same?

☒ YES ☐ NO

2. Date you adopted the rules? 12/23/93

3. Date they become effective in your franchise? 1/23/94

4. Did you have customer service standards in place prior to the FCC's rules? YES ☒ NO

5. Date implemented?

6. Implemented during franchise? YES ☐ NO ☒

7. Did they require a franchise modification? YES ☐ NO ☒

8. Implemented during transfer? YES ☐ NO ☒

9. Implemented at renewal? ☒ YES ☐ NO

10. Were these standards different or more stringent than the FCC's rules? YES ☐ NO ☒

11. Specific problems your standards addressed?

12. Did you pass different or more stringent rules after the FCC rules came out? YES ☐ NO ☒

13. What date?

14. Franchise modification? YES ☐ NO ☐

If possible, please enclose a copy of your standards clearly labelled with:

Jurisdiction Name / Operator Name / Date

## IN YOUR OWN OPINION.....

15. Are these new standards different?

How?

YES

NO

16. Are these standards more stringent?

How?

YES

NO

17. Why were they necessary in your community?

*Seen as an additional means of local accountability*

18. What sort of evaluation methods are you using to determine compliance? (describe)

*Our citizen advisory committee has not finalized evaluation methods.*

19. Has the operator cooperated in providing necessary or required data?

☒ YES

NO

20. Is your operator's compliance with FCC or your rules generally: GOOD ☒ OK ☐ BAD

21. Has your operator attempted to pass through costs of complying with the FCC rules? ☒ YES ☐ NO

22. Have you seen a decrease in subscriber complaints about service after you adopted FCC customer service rules? YES ☐ NO ☒

23. Did you see a decrease in complaints after you implemented your own rules? YES ☐ NO ☒

24. Are there consumer protection laws in your state that you think apply to cable operators or could be applied? ☒ YES ☐ NO

*More compliance rules being implemented*

# NATOA SURVEY ON CUSTOMER SERVICE STANDARDS

Jurisdiction/State City of Raleigh Wake Co

Operator(s) TIME WARNER Cable

FCC Community Unit Identifier # NC 0512

Name/Title Robert F. Sepp  
INFORMATION SERVICES Mgr  
PO Box 590 Raleigh, NC  
27602

Phone 919. 890. 3521

Fax 919. 828. 8036

1. Have you adopted the FCC customer service standards and notified operator of same? YES NO

2. Date you adopted the rules? 12-12-94

3. Date they become effective in your franchise? 12-12-94

4. Did you have customer service standards in place prior to the FCC's rules? YES NO

5. Date implemented? 1993

6. Implemented during franchise? YES NO

7. Did they require a franchise modification? YES NO

8. Implemented during transfer? YES NO

9. Implemented at renewal? YES NO

10. Were these standards different or more stringent than the FCC's rules? YES NO

11. Specific problems your standards addressed?

All aspects of consumer relations

12. Did you pass different or more stringent rules after the FCC rules came out? YES NO

13. What date? 12-12-94

14. Franchise modification? YES NO

If possible, please enclose a copy of your standards clearly labelled with:

Jurisdiction Name / Operator Name / Date

## IN YOUR OWN OPINION.....

15. Are these new standards different? YES NO  
How? they're comprehensive

16. Are these standards more stringent? YES NO  
How? see attached

17. Why were they necessary in your community?

Consumer Protection -  
good public policy to  
have in place -

18. What sort of evaluation methods are you using to determine compliance? (describe)

Consumer complaints  
to franchise authority

19. Has the operator cooperated in providing necessary or required data? YES NO

20. Is your operator's compliance with FCC or your rules generally: GOOD OK BAD

21. Has your operator attempted to pass through costs of complying with the FCC rules? YES NO

22. Have you seen a decrease in subscriber complaints about service after you adopted FCC customer service rules? YES NO

23. Did you see a decrease in complaints after you implemented your own rules? YES NO

24. Are there consumer protection laws in your state that you think apply to cable operators or could be applied? YES NO

# City of Raleigh's Customer Service Standards for Cable-Telecommunication Providers

## 1. Subscriber Privacy

In accordance with Section 631 of the Federal Cable Act of 1984, the Grantee shall, no less than annually, provide a privacy notice in the form of a separate written statement to subscribers as required by the provisions of the Act.

## 2. Employee Identification

When calling in person on subscribers or other residents, all employees or authorized representatives of the Grantee are required to display an employee identification card with their name, photograph and signature, and a telephone number that can be used for verification of the representative's capacity with the Grantee. Grantee's vehicles shall display the name of the cable telecommunication company in easily distinguishable alpha-numeric characters. Grantee shall make a reasonable effort to cause its subcontractors' vehicles to be identified in a like fashion.

## 3. Office and Telephone Availability

- A. Knowledgeable, qualified company representatives shall be available to respond to customer telephone inquiries Monday Through Friday during normal business hours. Additionally, based on community needs, Grantee will staff its telephones for supplemental hours on weekdays and/or weekends.
- B. Under normal operating conditions, telephone answer time by Grantee's Customer service representatives, including wait time required to transfer the call, shall not exceed 30 seconds. This standard shall be met no less than ninety percent of the time measured on an annual basis.
- C. Under normal operating conditions, the customer shall receive a busy signal less than three percent of the total time that the Grantee's office is open for business.
- D. Customer service center and bill payment locations operated by Grantee shall be open for transactions Monday through Friday during normal business hours. Additionally, based on community needs, Grantee shall schedule supplemental hours on weekdays and/or weekends during which these centers shall be open.
- E. Grantee shall be responsible for adopting and implementing subscriber complaint procedures, and for advising subscribers of the availability of these procedures. The procedures shall be designed to resolve subscriber complaints in a timely and satisfactory manner; to develop sensitivity and responsiveness to subscriber needs by Grantee and its management; and to improve the quality and dependability of services to subscribers by the Grantee.

Established complaint procedures shall include: specific provisions permitting subscriber repair service complaints received to be received by telephone twenty-four (24) hours each day and seven (7) days each week; permitting subscriber repair service complaints to be received at the Grantee's business office from 8:00 AM until 7:00 PM on Monday through Friday of each week and from 9:00 AM until 1:00 PM on Saturday; and the address of the Grantee's business office.

#### 4. Installations, Outage and Service Calls

Under normal operating conditions, each of the following standards shall be met no less than 95 % of the time measured on an annual basis.

- A. Standard installation shall be preformed within seven business days after an order has been placed. "Standard" installations are up to 125 feet from the existing distribution system.
- B. Excluding those situations beyond the control of the Grantee, the Grantee shall respond to service interruptions promptly and no later than 24 hours after the interruption becomes known to the Grantee. Grantee must begin actions to correct other service problems the next business day after notification to the Grantee of the service problem.
- C. The "appointment window" alternatives for installations, service calls, and other installation activities shall be (a) morning, (b) afternoon, or (c) all day during normal business hours. Additionally, based on the community needs, Grantee shall schedule supplemental hours during which appointments can be set.
- D. If, at any time an installer or technician is running late, an attempt to contact the customer shall be made and the appointment reschedule as necessary at a time which is convenient for the customer.
- E. The Grantee shall render efficient service, make repairs promptly and interrupt service only for good cause and for the shortest time possible. Such interruptions not within the midnight to 6 am period, insofar as possible, shall be proceeded by notice to subscribers on a barker channel.
- F. Grantee office and technical personnel, in lieu of answering devices, shall receive customer calls twenty-four (24) hours per day and respond to all customer complaint calls until 10:00 p.m. on normal business days. After 10:00 p.m. on any day, trained technicians shall respond to calls if (3) three or more complaints are received by subscribers served by a common distribution system.

#### 5. Communication, Statements, Refunds, and Credits

- A. The Grantee shall provide written information in each of the following areas at the time of installation and at any future time upon request:
  - \* products and services offered
  - \* prices and service options
  - \* installation and service policies
  - \* how to use the cable service
- B. Subscriber billing statements shall be clear, concise and understandable. Such statements shall reflect all services and fees in an itemized fashion.
- C. Refund checks shall be issued promptly, but no later than the earlier of 45 days or the customer's next billing cycle following the resolution of the request or, if service was terminated 45 days from the date of the return of the equipment supplied by the cable company.
- D. Customers shall be notified in writing a minimum of 30 days in advance of any rate or channel change, provided the change is within the control of the Grantee.

- E. Grantee shall provide outage credit to subscribers in accordance with the following policies:

Upon notification, should Grantee fail to correct a service outage problem - within its control - within 24 hours after having receipt of such notice, Grantee shall credit 1/30th of the monthly charge for the affected tier or premium service program to the subscriber for each 24-hour period or fraction thereof following the first 24 hour period during which the subscriber experiences service outage. Subscriber must advise Grantee of the duration of the service interruption for which credit is sought in order to receive such credit.

- F. Late fees shall not be assessed earlier than 30 days past the billing cycle due date.

6. Complaint - Appeals

- A. Upon notification by a subscriber of an unresolved complaint, the Information Access Manager shall determine the facts of the complaint by obtaining information from the subscriber and the Grantee and shall act to resolve the complaint in a manner consistent with the City's authority.
- B. The cable subscriber may register a complaint with the FCC, regarding rates for cable programming services or associated equipment, by using FCC Form 329, the Cable Programming Service Rate Complaint Form.

ADOPTED BY THE COUNCIL OF THE RALEIGH TELECOMMUNICATIONS COMMISSION THIS THE  
13TH DAY OF DECEMBER, 1994.

ATTEST:

BY:

\_\_\_\_\_/\_\_\_\_\_/94  
ROBERT F. SEPE  
Information Services Manager

\_\_\_\_\_/\_\_\_\_\_/94  
DAVID H. PERMAR, Chair  
Raleigh Telecommunications Commission



# NATOA SURVEY ON CUSTOMER SERVICE STANDARDS

Jurisdiction/State City of Raleigh Wake Co

Operator(s) TIME WARNER Cable

FCC Community Unit Identifier # NC 0512

Name/Title Robert F. Sepp  
INFORMATION SERVICES Mgr  
PO Box 590 Raleigh NC  
27602

Phone 919. 890. 3521

Fax 919. 828. 8036

1. Have you adopted the FCC customer service standards and notified operator of same?

☒ YES ☐ NO

2. Date you adopted the rules? 12-12-94

3. Date they become effective in your franchise? 12-12-94

4. Did you have customer service standards in place prior to the FCC's rules? ☒ YES ☐ NO

5. Date implemented? 1993

6. Implemented during franchise? ☒ YES ☐ NO

7. Did they require a franchise modification? ☐ YES ☒ NO

8. Implemented during transfer? ☐ YES ☒ NO

9. Implemented at renewal? ☐ YES ☒ NO

10. Were these standards different or more stringent than the FCC's rules? ☒ YES ☐ NO

11. Specific problems your standards addressed?

All aspects of consumer relations

12. Did you pass different or more stringent rules after the FCC rules came out? ☒ YES ☐ NO

13. What date? 12-12-94

14. Franchise modification? ☐ YES ☒ NO

RECEIVED FEB 1 1995

If possible, please enclose a copy of your standards clearly labelled with:

Jurisdiction Name / Operator Name / Date

IN YOUR OWN OPINION.....

15. Are these new standards different?

How? ☒ YES ☐ NO

they're comprehensive

16. Are these standards more stringent?

How? ☒ YES ☐ NO

see attached

17. Why were they necessary in your community?

Consumer Protection -  
good public policy to  
have in place -

18. What sort of evaluation methods are you using to determine compliance? (describe)

Consumer complaints  
to franchise authority

19. Has the operator cooperated in providing necessary or required data? ☒ YES ☐ NO

20. Is your operator's compliance with FCC or your rules generally: ☒ GOOD ☐ OK ☐ BAD

21. Has your operator attempted to pass through costs of complying with the FCC rules? ☒ YES ☐ NO

22. Have you seen a decrease in subscriber complaints about service after you adopted FCC customer service rules? ☐ YES ☒ NO

23. Did you see a decrease in complaints after you implemented your own rules? ☐ YES ☒ NO

24. Are there consumer protection laws in your state that you think apply to cable operators or could be applied? ☒ YES ☐ NO

# City of Raleigh's Customer Service Standards for Cable-Telecommunication Providers

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## 2. Employee Identification

When calling in person on subscribers or other residents, all employees or authorized representatives of the Grantee are required to display an employee identification card with their name, photograph and signature, and a telephone number that can be used for verification of the representative's capacity with the Grantee. Grantee's vehicles shall display the name of the cable telecommunication company in easily distinguishable alpha-numeric characters. Grantee shall make a reasonable effort to cause its subcontractors' vehicles to be identified in a like fashion.

## 3. Office and Telephone Availability

- A. Knowledgeable, qualified company representatives shall be available to respond to customer telephone inquiries Monday Through Friday during normal business hours. Additionally, based on community needs, Grantee will staff its telephones for supplemental hours on weekdays and/or weekends.
- B. Under normal operating conditions, telephone answer time by Grantee's Customer service representatives, including wait time required to transfer the call, shall not exceed 30 seconds. This standard shall be met no less than ninety percent of the time measured on an annual basis.
- C. Under normal operating conditions, the customer shall receive a busy signal less than three percent of the total time that the Grantee's office is open for business.
- D. Customer service center and bill payment locations operated by Grantee shall be open for transactions Monday through Friday during normal business hours. Additionally, based on community needs, Grantee shall schedule supplemental hours on weekdays and/or weekends during which these centers shall be open.
- E. Grantee shall be responsible for adopting and implementing subscriber complaint procedures, and for advising subscribers of the availability of these procedures. The procedures shall be designed to resolve subscriber complaints in a timely and satisfactory manner; to develop sensitivity and responsiveness to subscriber needs by Grantee and its management; and to improve the quality and dependability of services to subscribers by the Grantee.

Established complaint procedures shall include: specific provisions permitting subscriber repair service complaints received to be received by telephone twenty-four (24) hours each day and seven (7) days each week; permitting subscriber repair service complaints to be received at the Grantee's business office from 8:00 AM until 7:00 PM on Monday through Friday of each week and from 9:00 AM until 1:00 PM on Saturday; and the address of the Grantee's business office.

#### 4. Installations, Outage and Service Calls

Under normal operating conditions, each of the following standards shall be met no less than 95 % of the time measured on an annual basis.

- A. Standard installation shall be preformed within seven business days after an order has been placed. "Standard" installations are up to 125 feet from the existing distribution system.
- B. Excluding those situations beyond the control of the Grantee, the Grantee shall respond to service interruptions promptly and no later than 24 hours after the interruption becomes known to the Grantee. Grantee must begin actions to correct other service problems the next business day after notification to the Grantee of the service problem.
- C. The "appointment window" alternatives for installations, service calls, and other installation activities shall be (a) morning, (b) afternoon, or (c) all day during normal business hours. Additionally, based on the community needs, Grantee shall schedule supplemental hours during which appointments can be set.
- D. If, at any time an installer or technician is running late, an attempt to contact the customer shall be made and the appointment reschedule as necessary at a time which is convenient for the customer.
- E. The Grantee shall render efficient service, make repairs promptly and interrupt service only for good cause and for the shortest time possible. Such interruptions not within the midnight to 6 am period, insofar as possible, shall be proceeded by notice to subscribers on a barker channel.
- F. Grantee office and technical personnel, in lieu of answering devices, shall receive customer calls twenty-four (24) hours per day and respond to all customer complaint calls until 10:00 p.m. on normal business days. After 10:00 p.m. on any day, trained technicians shall respond to calls if (3) three or more complaints are received by subscribers served by a common distribution system.

#### 5. Communication, Statements, Refunds, and Credits

- A. The Grantee shall provide written information in each of the following areas at the time of installation and at any future time upon request:
  - \* products and services offered
  - \* prices and service options
  - \* installation and service policies
  - \* how to use the cable service
- B. Subscriber billing statements shall be clear, concise and understandable. Such statements shall reflect all services and fees in an itemized fashion.
- C. Refund checks shall be issued promptly, but no later than the earlier of 45 days or the customer's next billing cycle following the resolution of the request or, if service was terminated 45 days from the date of the return of the equipment supplied by the cable company.
- D. Customers shall be notified in writing a minimum of 30 days in advance of any rate or channel change, provided the change is within the control of the Grantee.

- E. Grantee shall provide outage credit to subscribers in accordance with the following policies:

Upon notification, should Grantee fail to correct a service outage problem - within its control - within 24 hours after having receipt of such notice, Grantee shall credit 1/30th of the monthly charge for the affected tier or premium service program to the subscriber for each 24-hour period or fraction thereof following the first 24 hour period during which the subscriber experiences service outage. Subscriber must advise Grantee of the duration of the service interruption for which credit is sought in order to receive such credit.

- F. Late fees shall not be assessed earlier than 30 days past the billing cycle due date.

6. Complaint - Appeals

- A. Upon notification by a subscriber of an unresolved complaint, the Information Access Manager shall determine the facts of the complaint by obtaining information from the subscriber and the Grantee and shall act to resolve the complaint in a manner consistent with the City's authority.
- B. The cable subscriber may register a complaint with the FCC, regarding rates for cable programming services or associated equipment, by using FCC Form 329, the Cable Programming Service Rate Complaint Form.

ADOPTED BY THE COUNCIL OF THE RALEIGH TELECOMMUNICATIONS COMMISSION THIS THE  
13TH DAY OF DECEMBER, 1994.

ATTEST:

BY:

\_\_\_\_\_/\_\_\_\_\_/94  
ROBERT F. SEPE  
Information Services Manager

\_\_\_\_\_/\_\_\_\_\_/94  
DAVID H. PERMAR, Chair  
Raleigh Telecommunications Commission

# JATOA SURVEY ON CUSTOMER SERVICE STANDARDS

Jurisdiction/State SD

Operator(s) Comcast

FCC Community Unit Identifier # 1110457

Name/Title Asst. Dir. of Reg.

Phone 1-810-224-1344

Fax 1-810-224-1344

1. Have you adopted the FCC customer service standards and notified operator of same? ☒ YES ☐ NO

2. Date you adopted the rules? 1994

3. Date they become effective in your franchise?

4. Did you have customer service standards in place prior to the FCC's rules? ☒ YES ☐ NO

5. Date implemented? 1991

6. Implemented during franchise? YES ☒ NO

7. Did they require a franchise modification? YES ☒ NO

8. Implemented during transfer? YES ☒ NO

9. Implemented at renewal? YES ☐ NO

10. Were these standards different or more stringent than the FCC's rules? ☒ YES ☐ NO

11. Specific problems your standards addressed?

① Complaint procedures

② Refunds

12. Did you pass different or more stringent rules after the FCC rules came out? ☒ YES ☐ NO

13. What date? 1994

14. Franchise modification? ☒ YES ☐ NO

New ordinance

If possible, please enclose a copy of your standards clearly labelled with:

Jurisdiction Name / Operator Name / Date

## IN YOUR OWN OPINION.....

15. Are these new standards different? How? YES ☒ NO

Gratifying feedback from customers  
has been given. Standards  
are more stringent.

16. Are these standards more stringent? How? YES ☒ NO

17. Why were they necessary in your community?

Most local enforcement  
tool

18. What sort of evaluation methods are you using to determine compliance? (describe)

Quarterly compliance  
submissions by operator.

19. Has the operator cooperated in providing necessary or required data? ☒ YES ☐ NO

20. Is your operator's compliance with FCC or your rules generally: GOOD OK ☒ BAD

21. Has your operator attempted to pass through costs of complying with the FCC rules? YES ☒ NO

22. Have you seen a decrease in subscriber complaints about service after you adopted FCC customer service rules? YES ☒ NO

23. Did you see a decrease in complaints after you implemented your own rules? YES ☒ NO

24. Are there consumer protection laws in your state that you think apply to cable operators or could be applied? ☒ YES ☐ NO

1994  
Comcast Cablevision of Sterling Heights  
CITY OF STERLING HEIGHTS Michigan

Ordinance No. \_\_\_\_\_

AN ORDINANCE ADAPTING AND CLARIFYING FEDERAL  
CABLE TELEVISION CUSTOMER SERVICE STANDARDS BY  
ADDING ARTICLE 2 TO CHAPTER 13 OF THE STERLING  
HEIGHTS CITY CODE.

THE CITY OF STERLING HEIGHTS ORDAINS:

Section 1. The City of Sterling Heights City Code is amended  
by adding Article 2 to Chapter 13 to read as follows:

**ARTICLE 2**

**Sec. 13-1. Definitions.**

When used in this article:

(A) Cable operator means a person coming under the definition  
set forth in 47 USC §522.

(B) *Normal business hours* means 9:00 a.m. to 7:00 p.m.,  
Monday to Friday and 9:00 a.m. to 5:00 p.m., Saturday,  
excluding holidays.

(C) *Normal operating conditions* means those service  
conditions which are within the control of the cable operator.  
Those conditions which are not within the control of the cable  
operator include, but are not limited to, natural disasters,  
civil disturbances, power outages, telephone network outages  
and severe or unusual weather conditions. Those conditions  
which are ordinarily within the control of the cable operator  
include, but are not limited to, special promotions, pay-per-  
view events, rate increases, regular peak or seasonal demand  
periods and maintenance or upgrade of the cable system.

(D) *Service interruption* means the loss of picture or sound  
on one or more cable channels.

**Sec. 13-2. Exceptions.**

Nothing in this ordinance is intended to prevent or  
prohibit:

(A) The City and a cable operator from agreeing to customer  
service requirements that exceed the standards set forth in  
this ordinance;

(B) The City from enforcing through the end of the franchise  
term pre-existing customer service requirements that exceed

the standards set forth in this ordinance and are contained in current franchise agreements;

(C) The City from enacting or enforcing any consumer protection law; or

(D) The establishment or enforcement of any ordinance or regulation concerning customer service that imposes customer service requirements that exceed or address matters not addressed by the standards set forth in this ordinance.

### **Sec. 13-3. Customer Service Standards**

A cable operator is subject to the following customer service standards certified quarterly by the cable operator:

(A) The cable operator will maintain a local, toll-free or collect call telephone access line which will be available to subscribers 24 hours a day, seven days a week.

(B) Trained company representatives shall be available to respond to customer telephone inquiries 9:00 a.m. to midnight seven days a week. From midnight to 9 a.m., the access line may be answered by a service or an automated response system, including an answering machine. Inquiries received from midnight to 9:00 a.m, be responded to by a trained company representative on the next business day.

(C) Under normal operating conditions, telephone answer time by a company representative, including wait time, shall not exceed 30 seconds when the connection is made. If the call needs to be transferred, transfer time shall not exceed 30 seconds. These standards shall be met no less than 90% of the time under normal operating conditions measured on a quarterly basis.

(D) Under normal operating conditions, the customers may receive a busy signal less than 3% of the time measured on a quarterly basis.

(E) Customer service center and bill payment locations will be open at least during normal business hours and will be conveniently located.

(F) Under normal operating conditions, each of the following five standards will be met no less than 95% of the time measured on a quarterly basis:

- (1) Standard installations will be performed 7 business days after an order has been placed. Standard installations are those that are located not more

than 125 feet from the existing distribution system.

- (2) Excluding conditions beyond the control of the operator, a cable operator shall begin working on service interruptions promptly and in no event later than 24 hours after the interruption becomes known. The cable operator must begin actions to correct other service problems the next business day after notification of the service problem.
- (3) The appointment window for installations, service calls, and other installation activities will be either a specific time or, at maximum, a 4-hour block during normal business hours. The operator may schedule service calls and other installation activities outside of normal business hours for the express convenience of the customer.
- (4) A cable operator may not cancel an appointment with a customer after the close of business on the business day prior to the scheduled appointment.
- (5) If a cable operator representative is running late for an appointment and will not be able to keep the appointment as scheduled, the customer will be contacted, the appointment rescheduled, as necessary, at a time which is convenient for the customer.

(G) The cable operator shall provide written information on each of the following areas at the time of installation of service, at least annually to all subscribers, and at any time upon request:

- (1) Products and services offered;
- (2) Prices and options for programming services and conditions of subscription to programming and other services;
- (3) Installation and service maintenance policies;
- (4) Instructions on how to use the cable service;
- (5) Channel positions of programming carried on the system; and
- (6) Billing and complaint procedures, including the business address and telephone number of the cable operator and of the Office of Community Relations 40555 Utica Road, P.O. Box 8009, Sterling Heights,



City of Sterling Heights, MI 48313-8009; telephone  
(313) 977-6123, ext. 102.

(H) Customers will be notified of any changes in rates, programming services or channel positions as soon as possible through announcements on the cable system and in writing. Notice must be given to subscribers a minimum of thirty (30) days in advance of such changes if the change is within the control of the cable operator. In addition, the cable operator shall notify subscribers thirty (30) days in advance of any significant changes in the other information required by the preceding paragraph.

(I) Bills shall be clear, concise and understandable. Bills must be fully itemized with itemizations including, but not limited to, basic and premium service charges and equipment charges. Bills shall clearly delineate all activity during the billing period, including operational charges, rebates and credits. In case of a billing dispute, a cable operator must respond to a written complaint from a subscriber within 30 days.

(J) Refund checks shall be issued promptly, but not later than:

- (1) The customer's next billing cycle following resolution of the request or 30 days, whichever is earlier; or
- (2) The return of the equipment supplied by the cable operator if service is terminated by the cable operator.

(K) Credits will be issued no later than the customer's next billing cycle following the determination that a credit is warranted.

#### **Sec. 13-4. Enforcement.**

(A) A cable operator shall file with the City Clerk a notarized statement signed by an officer or employee certifying compliance with these customer service standards on a quarterly basis.

(B) An officer or employee who knowingly and intentionally signs a false certificate shall be guilty of a misdemeanor punishable by up to 90 days in jail or a fine of up to \$500 or both.

(C) Failing to file a certificate shall subject a cable operator to pay a civil forfeiture to the City of up to \$500 per day.

(D) A cable operator in non-compliance shall on a quarterly basis file a statement specifying areas of non-compliance along with a remedial plan. Failing to file a non-compliance statement and remedial plan shall subject a cable operator to pay a civil forfeiture to the City of up to \$500 per day.

**Sec. 13-5. Mobile Home Parks.**

A cable operator exclusively serving residents in a mobile home park may seek a waiver from the City Council from the requirements of Section 13-3(B) & (E) by petition showing good cause.

**Sec. 13-6. Conflicts.**

In the event of a conflict between this ordinance and ordinance No. 222, as amended, or any cable communication franchise agreement, that provision which provides the greatest benefit to the City, in the opinion of the City Council, shall prevail.

Section 2. All other provisions of the Sterling Heights City Code shall remain in full force and effect.

Section 3. This ordinance shall become effective immediately upon publication of a notice of adoption.

The above and foregoing ordinance was introduced at a \_\_\_\_\_ meeting of the City Council of the City of Sterling Heights on the \_\_\_\_\_ day of \_\_\_\_\_, 1993, and was duly adopted at a \_\_\_\_\_ meeting of the City Council of the City of Sterling Heights on the \_\_\_\_\_ day of \_\_\_\_\_, 1993.

\_\_\_\_\_  
RICHARD J. NOTTE, Mayor

\_\_\_\_\_  
MARY T. ZANDER, City Clerk

INTRODUCED: \_\_\_\_\_  
ADOPTED: \_\_\_\_\_  
PUBLISHED: \_\_\_\_\_  
EFFECTIVE: \_\_\_\_\_

# NATOA SURVEY ON CUSTOMER SERVICE STANDARDS

Jurisdiction/State FRASER, Michigan

Operator(s) Comcast

FCC Community Unit Identifier # \_\_\_\_\_

Name/Title Neil J. Cates

Phone 1-810-726-1000

Fax 1-810-726-1860

1. Have you adopted the FCC customer service standards and notified operator of same?

☒ YES ☐ NO

2. Date you adopted the rules? 1993

3. Date they become effective in your franchise?

4. Did you have customer service standards in place prior to the FCC's rules? ☒ YES ☐ NO

5. Date implemented? 1979

6. Implemented during franchise? YES ☒ NO

7. Did they require a franchise modification? YES ☒ NO

8. Implemented during transfer? YES ☒ NO

9. Implemented at renewal? YES ☒ NO

10. Were these standards different or more stringent than the FCC's rules? YES ☒ NO

11. Specific problems your standards addressed?

System maintenance

12. Did you pass different or more stringent rules after the FCC rules came out? YES ☒ NO

13. What date?

14. Franchise modification? YES ☒ NO

If possible, please enclose a copy of your standards clearly labelled with:

Jurisdiction Name / Operator Name / Date

IN YOUR OWN OPINION.....

15. Are these new standards different?

How?

YES ☒ NO

16. Are these standards more stringent?

How?

YES ☒ NO

17. Why were they necessary in your community?

18. What sort of evaluation methods are you using to determine compliance? (describe)

19. Has the operator cooperated in providing necessary or required data? YES ☐ NO

20. Is your operator's compliance with FCC or your rules generally: GOOD OK BAD

21. Has your operator attempted to pass through costs of complying with the FCC rules? YES ☒ NO

22. Have you seen a decrease in subscriber complaints about service after you adopted FCC customer service rules? YES ☒ NO

23. Did you see a decrease in complaints after you implemented your own rules? YES ☐ NO

24. Are there consumer protection laws in your state that you think apply to cable operators or could be applied? ☒ YES ☐ NO

# NATOA SURVEY ON CUSTOMER SERVICE STANDARDS

Jurisdiction/State Broward County / Florida

Operator(s) (See BACK)

FCC Community Unit Identifier # \_\_\_\_\_

Name/Title Leslie J. Easterling

Cable Television Coordinator

Phone 305/357-8554

Fax 305/357-5601

1. Have you adopted the FCC customer service standards and notified operator of same?

☒ YES ☐ NO

2. Date you adopted the rules? 1/11/94

3. Date they become effective in your franchise? 1/11/94

4. Did you have customer service standards in place prior to the FCC's rules? YES ☒ NO

5. Date implemented? 1/11/94

6. Implemented during franchise? YES ☒ NO

7. Did they require a franchise modification? YES ☒ NO

8. Implemented during transfer? YES ☒ NO

9. Implemented at renewal? ☒ YES ☐ NO

10. Were these standards different or more stringent than the FCC's rules? ☒ YES ☐ NO

11. Specific problems your standards addressed?

Maintain office within County  
Limit Auto Answering To 4 Rings  
Abandoned calls not to exceed 10% Average  
Disruption of service for 200+ customers must  
Notify F. Authority  
ID's for All field employees

12. Did you pass different or more stringent rules after the FCC rules came out? ☒ YES ☐ NO

13. What date? 1/11/94

14. Franchise modification? YES ☒ NO

If possible, please enclose a copy of your standards clearly labelled with:

Jurisdiction Name / Operator Name / Date

IN YOUR OWN OPINION.....

15. Are these new standards different?

How? ☒ YES ☐ NO

See #11

16. Are these standards more stringent?

How? ☒ YES ☐ NO

See #11

17. Why were they necessary in your community?

MANY people could not reach cable  
company

18. What sort of evaluation methods are you using to determine compliance? (describe)

Spot check calling for service,  
Repair of All 7 cable companies

19. Has the operator cooperated in providing necessary or required data? ☒ YES ☐ NO

20. Is your operator's compliance with FCC or your rules generally: GOOD ☒ OK ☐ BAD

21. Has your operator attempted to pass through costs of complying with the FCC rules? ☒ YES ☐ NO

22. Have you seen a decrease in subscriber complaints about service after you adopted FCC customer service rules? YES ☒ NO

23. Did you see a decrease in complaints after you implemented your own rules? YES ☒ NO

24. Are there consumer protection laws in your state that you think apply to cable operators or could be applied? Don't Know YES ☐ NO

performed within seven (7) days; number of service interruptions reported; number of service interruptions responded to within twenty-four (24) hours; number of other service problems reported; number of other service problems responded to within thirty-six (36) hours; summary of types of service complaints received, and all other information necessary to monitor the franchisee's compliance with the consumer standards of this ordinance.

(3) Copies of all petitions, applications and communications submitted by the franchisee to the FCC or any other federal or state regulatory commission or agency having jurisdiction in respect to any matters affecting CATV operations authorized pursuant to a franchise granted under this ordinance shall also be submitted simultaneously to the Cable Coordinator.

(4) The franchisee shall prepare and furnish to the County, at times and in the form prescribed by the County, such additional reports with respect to its operation, in the discretion of the County Administrator, which are reasonably necessary for the administration of this ordinance.

**Sec. 1.56 Consumer Protection Provisions; Office and Telephone Availability.**

(a) The franchisee shall maintain an office within the County that is adequately staffed and open to the public during all normal business hours. The office shall be opened when the franchisee commences construction.

(b) Each franchisee shall maintain a local, toll-free or collect call telephone access line which will be available twenty-four (24) hours, seven (7) days a week.

(c) Knowledgeable, trained franchise representatives will be available to respond to customer telephone inquiries during normal business hours. After normal business hours, the access line may be answered by a service or an automated response system, including an answering machine. Inquiries received after normal business hours must be responded to by a trained franchise representative on the next business day. Additionally, based on community needs, franchisee will staff telephones for supplemental hours on weekdays and/or weekends.

(d) Under normal operating conditions, telephone answer time by a customer service representative, including wait time, shall not exceed thirty (30) seconds from when the connection is made. If the call needs to be transferred, transfer time shall not exceed thirty (30) seconds. Franchisees that utilize automated answering and distributing equipment will limit the number of routine rings to four (4) or fewer. Franchisees not utilizing automated equipment shall make every effort to answer incoming calls as promptly as the automated systems. Percent of abandoned telephone calls out of total calls received shall not exceed ten percent (10%), average. These standards shall be met no less than ninety percent

(90%) of the time measured, measured on a quarterly basis.

(e) Under normal operating conditions, the customer will receive a busy signal less than three percent (3%) of the total time.

(f) Customer service center and bill payment locations will be open for transactions Monday through Friday during normal business hours and will be conveniently located. Additionally, based on community needs, the franchisee will schedule supplemental hours on weekdays and/or weekends during which these centers will be open as needed.

**Sec. 1.57 Installations, Outages and Service Calls.**

(a) Under normal operating conditions, each of the following four (4) standards will be met no less than ninety-five percent (95%) of the time as measured on a quarterly basis:

(1) Standard installations will be performed within seven (7) business days after an order has been placed; provided the franchisee has been able to obtain any necessary easements or other consents necessary to complete the installations. "Standard" installations are up to 125 feet from the existing distribution system.

(2) Excluding those situations beyond the control of the franchisee, the franchisee will respond to service interruptions promptly and in no event later than twenty-four (24) hours. The cable operator must begin actions to correct other service problems the next business day after notification of the service problem.

(3) The appointment window alternatives made available for installations, service calls, and other installation activities will be (a) a specific time, or (b) at maximum a four (4) hour time block during normal business hours. Additionally, based on community needs, franchisees may schedule service calls and other installation activities outside of normal business hours for the convenience of the customer.

(4) An operator may not cancel an appointment with a customer after the close of business on the business day prior to the scheduled appointment.

(5) If, at any time a cable operator representative is running late for an appointment with a customer and will not be able to keep the appointment as scheduled, the customer will be contacted and the appointment rescheduled, as necessary, at a time which is convenient for the customer.

(b) The franchisee shall not miss two (2) consecutive service or installation appointments scheduled with a particular subscriber unless rescheduled one day in advance.

- (c) New developments contiguous to the franchisee's distribution system shall be wired for cable service within a reasonable amount of time, but at least within one hundred twenty (120) days after the development has reached seventy-five percent (75%) occupancy, so long as the construction meets the density requirements of this ordinance and provided the franchisee has been able to obtain any necessary easements or other consents necessary to complete the installation. This section shall not apply to developments that are already served by another pay television service provider.
- (d) Each franchisee shall intentionally interrupt service only for good cause for the shortest time possible. Such interruptions shall occur during periods of minimum use of the system, when practicable. A written log shall be maintained for all service interruptions.
- (e) In the event that service to any subscriber is interrupted for twenty-four (24) or more hours due to the fault of the franchisee, the franchisee shall provide a credit or rebate to affected subscribers, equal to the pro rata share of the monthly fees for each twenty-four (24) hour period during which the subscriber is without service. In the event that total service to any subscriber is interrupted for two (2) or more hours but less than twenty-four (24) hours, the franchisee shall provide a credit or rebate to affected subscribers, equal to 1/30th of the monthly bill. For purposes of computing the time of interrupted total service, the time shall begin when a complaint for interrupted total service is received by the franchisee or when the franchisee has actual or constructive notice of the interruption, whichever occurs first. Nothing in this subsection limits the franchisee from applying a rebate policy more liberal than the requirements.
- (f) In all situations where cable service is disrupted to two hundred (200) or more subscribers for a time period greater than twenty-four (24) hours, the franchisee shall notify the County Cable Coordinator during normal business hours.
- (g) All field employees must carry identification indicating their employment with the franchisee and all field vehicles must have franchisee's identification visible.
- (h) Upon termination of service to any subscriber, the franchisee shall promptly remove all portions of its system, facilities and equipment from the subscriber's premises upon his request. Where removal is impractical, such as with buried cable or internal wiring, facilities and equipment may be disconnected rather than removed.

**Sec. 1.58 Cable Home Wiring**

**(a) Scope.**

The provision of this subpart sets forth rules and regulations for the disposition, after a subscriber voluntarily terminates cable services, of that cable home wiring installed by the cable system operator or its contractor within the premises of the subscriber. The provisions do not apply where the cable home wiring

- 1 New developments contiguous to the franchisee's  
2 distribution system shall be wired for cable service  
3 within a reasonable amount of time, but at least within  
4 one hundred twenty (120) days after the development has  
5 reached seventy-five percent (75%) occupancy, so long as  
6 the construction meets the density requirements of this  
7 ordinance and provided the franchisee has been able to  
8 obtain any necessary easements or other consents  
9 necessary to complete the installation. This section  
10 shall not apply to developments that are already served  
11 by another pay television service provider.
- 12 (d) Each franchisee shall intentionally interrupt service  
13 only for good cause for the shortest time possible. Such  
14 interruptions shall occur during periods of minimum use  
15 of the system, when practicable. A written log shall be  
16 maintained for all service interruptions.
- 17 (e) In the event that service to any subscriber is  
18 interrupted for twenty-four (24) or more hours due to the  
19 fault of the franchisee, the franchisee shall provide a  
20 credit or rebate to affected subscribers, equal to the  
21 pro rata share of the monthly fees for each twenty-four  
22 (24) hour period during which the subscriber is without  
23 service. In the event that total service to any  
24 subscriber is interrupted for two (2) or more hours but  
25 less than twenty-four (24) hours, the franchisee shall  
26 provide a credit or rebate to affected subscribers, equal  
27 to 1/30th of the monthly bill. For purposes of computing  
28 the time of interrupted total service, the time shall  
29 begin when a complaint for interrupted total service is  
30 received by the franchisee or when the franchisee has  
31 actual or constructive notice of the interruption,  
32 whichever occurs first. Nothing in this subsection  
33 limits the franchisee from applying a rebate policy more  
liberal than the requirements.
- (f) In all situations where cable service is disrupted to two  
hundred (200) or more subscribers for a time period  
greater than twenty-four (24) hours, the franchisee shall  
notify the County Cable Coordinator during normal  
business hours.
- (g) All field employees must carry identification indicating  
their employment with the franchisee and all field  
vehicles must have franchisee's identification visible.
- (h) Upon termination of service to any subscriber, the  
franchisee shall promptly remove all portions of its  
system, facilities and equipment from the subscriber's  
premises upon his request. Where removal is impractical,  
such as with buried cable or internal wiring, facilities  
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33 wiring installed by the cable system operator or its  
contractor within the premises of the subscriber. The  
provisions do not apply where the cable home wiring



1 belongs to the subscriber, such as where the operator has  
2 transferred ownership to the subscriber, the operator has  
3 been treating the wiring as belonging to the subscriber  
4 for tax purposes, or the wiring is considered to be a  
5 fixture by state or local law in the subscriber's  
6 jurisdiction. Nothing in this subpart shall affect the  
7 cable system operator's rights and responsibilities under  
8 Section 76.617 to prevent excessive signal leakage while  
9 providing cable service, or the cable operator's right to  
10 access the subscriber's property or premises.

11 (b) Disposition of Cable Home Wiring.

12 Upon voluntary termination of cable service by a  
13 subscriber, a cable system operator shall not remove the  
14 cable home wiring unless it gives the subscriber the  
15 opportunity to acquire the wiring at the replacement  
16 cost, and the subscriber declines. The cost is to be  
17 determined based on the replacement cost per foot of the  
18 cabling multiplied by the length in feet of the cable  
19 home wiring. If the subscriber declines to acquire the  
20 cable home wiring, the cable system operator must then  
21 remove it within thirty (30) days at no cost to the  
22 subscriber or make no subsequent attempt to remove it or  
23 to restrict its use.

24 Sec. 1.59 Communications, Bills, Refunds, and Credits.

25 (a) Communication

26 The franchisee will provide written information in each of the  
27 following areas at the time of installation of service, and at  
28 least annually to all subscribers, and at any time upon  
29 request:

- 30 (1) products and services offered;
- 31 (2) prices and service options for programming services  
32 and conditions of subscription to programming and  
33 other services;
- 34 (3) instruction on how to use the cable service;
- 35 (4) installation and service maintenance policies;
- 36 (5) channel positions of programming carried on the  
37 system;
- 38 (6) franchisee's procedures for the receipt and  
39 resolution of customer complaints, the franchisee's  
40 address and telephone number to which complaints  
41 may be reported, and the hours of operation;
- 42 (7) availability of the "lock-out" device required by  
43 this ordinance;
- 44 (8) availability of an input selector, or A/B switch,  
45 and identification of those local broadcast  
46 stations not carried on its system;
- 47 (9) franchisee's information collection and disclosure  
48 policies for the protection of a subscriber's  
49 privacy rights; and
- 50 (10) address of the County's office designated to handle  
51 cable television complaints and inquiries.

52 The franchisee will provide prompt notification to the  
53 County and to each affected customer of any material  
54 change in any of the above.

55 (b) Bills